AMENDMENT UNDER 37 C.F.R. § 1.111
U.S. Application No.: 10/018,441

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

LISTING OF CLAIMS:

1.   (*Currently Amended*) A multimedia collaboration reporting system for use in at least one underlying multimedia collaboration system network, comprising:

an event monitoring module for monitoring ~~any one or more of~~ events, said events comprising: internal network system events, external network system events and service events, said monitoring module responsively generating corresponding event information;

a database module for recording the monitored events therein and for classifying the monitored events according to predetermined characteristics and attributes; and

a reporting module for receiving query parameter information from a user and for generating a report in accordance with the query parameter information.

2.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein there are a plurality of multimedia collaboration system networks and wherein one of the modules is centralized to a particular one of the plurality of multimedia collaboration system networks.

3.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein there are a plurality of multimedia collaboration system networks and wherein any of the

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modules are decentralized by being distributed among the plurality of multimedia collaboration

system networks.

4.   (*Original*) The multimedia collaboration reporting system of Claim 3, wherein

the decentralization of any of the modules results in a first system architecture that mirrors a

network architecture which is common to a selected one of the multimedia collaboration system

networks.

5.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein

the events include one or more of server startup events, server shutdown events, user login

events, user logout events, call events, call error events, service events and service error events.

6.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ event information corresponding to server startup events are maintained in a startup

record stored in the database module.

7.   (*Original*) The multimedia collaboration reporting system of Claim 6, wherein

the startup record includes any of startup time information, error code information, error string

information and supplemental information.

8.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ event information corresponding to server shutdown events are maintained in a

shutdown record stored in the database module.

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9.   (*Original*) The multimedia collaboration reporting system of Claim 8, wherein

the shutdown record includes any of shutdown time information, error code information, error

string information and supplemental information.

10.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ event information corresponding to user login events are maintained in a user login

record stored in the database module.

11.   (*Original*) The multimedia collaboration reporting system of Claim 10, wherein

the user login record includes any of user ID information, login time information, client

information and supplemental information.

12.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ event information corresponding to user logout events are maintained in a user

logout record stored in the database module.

13.   (*Original*) The multimedia collaboration reporting system of Claim 12, wherein

the user logout record includes any of user ID information, logout time information, client

information and supplemental information.

14.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ event information corresponding to call events are maintained in a call record stored

in the database module.

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15.   (*Original*) The multimedia collaboration reporting system of Claim 14, wherein

the call record includes any of caller information, call session information, callee information

and timing information.

16.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ <u>event information corresponding to</u> call error events are maintained in a call error

record stored in the database<u> module</u>.

17.   (*Original*) The multimedia collaboration reporting system of Claim 16, wherein

the call error record includes any of call failure information, session information, call

information and timing information.

18.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ <u>event information corresponding to</u> service events are maintained in a service record

stored in the database<u> module</u>.

19.   (*Original*) The multimedia collaboration reporting system of Claim 18, wherein

the service record includes any of service resource information, session information and timing

information.

20.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein ~~the~~ <u>event information corresponding to</u> service error events are maintained in a service

error record stored in the database<u> module</u>.

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·21.   (*Original*) The multimedia collaboration reporting system of Claim 20, wherein the service error record includes any of service resource problem information, operational error information, session information and timing information.

22.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1, wherein the database module comprises a plurality of localized databases, each localized database configured to store the monitored event information from a particular multimedia collaboration system network and a centralized database configured to centrally maintain the stored information from each of the plurality of localized databases.

23.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1, wherein the database module comprises a centrally located database configured to maintain the monitored event information.

24,   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1, wherein the database module comprises a plurality of localized databases, each database configured to store the monitored event information from a particular multimedia collaboration system network.

25.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein the reporting module is configured to generate either standard or customizable reports relating to the operation of the multimedia collaboration system network in response to the database query parameter information.

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26.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1, wherein the reporting module includes a web-based interface for providing either of a web-based query or response interactivity to the reporting module such that a database query can be formulated and provided via the Internet.

27.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1, wherein in response to the query parameter information, the reporting module performs either of predetermined calculations or conditional tests on the event information stored in the database module in order to generate a report.

28.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein the report is formulated as a machine readable report file.

29.   (*Original*) The multimedia collaboration reporting system of Claim 28, wherein the report is formulated as a comma separated value report file.

30.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein the report is formulated as a combination of textual and graphical data.

31.   (*Currently Amended*) A multimedia collaboration system for conducting a conference among a plurality of participants comprising:

a multimedia collaboration system network, including a plurality of workstations each having a monitor for displaying visual images and A/V capture and reproduction capabilities for capturing and reproducing video images and spoken audio of the participants;

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a data network providing a data path along which data can be shared among the plurality

of the workstations; and a data conference manager for managing the sharing of data between the

plurality of workstations; and

an independent reporting system connected with the multimedia collaboration system

network and configured to provide reporting analysis of the multimedia collaboration system

network, the independent reporting system including a network control system configured to

monitor ~~one or more of~~ <u>event information, said event information comprising</u> internal <u>event</u>

<u>information</u>, external <u>event information</u> ~~or~~ <u>and</u> service event information, affecting the

multimedia collaboration system network;

a database configured to store the monitored event information;

a database query system configured to format a database query according to query

parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

32.   (*Original*) The multimedia collaboration system of Claim 31, wherein the

database comprises a plurality of localized databases, each database configured to store the

monitored event information from a particular multimedia collaboration system network and a

centralized database configured to centrally maintain the stored information from each of the

plurality of localized databases.

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33.   (*Original*) The multimedia collaboration system of Claim 31, wherein the database comprises a centrally located database configured to maintain the monitored event information.

34.   (*Currently Amended*) The multimedia collaboration system of Claim 31, wherein the database comprises a plurality of localized databases, each localized database configured to store the monitored event information from a particular multimedia collaboration system network.

35.   (*Original*) The multimedia collaboration system of Claim 31, wherein the database query system includes any of a standard filter formatter, a general filter formatter and an SQL interface formatter.

36.   (*Original*) The multimedia collaboration system of Claim 31, wherein the report generation system is configured to generate either standard or customizable reports about the multimedia collaboration system network in response to the database query parameter information.

37.   (*Currently Amended*) The multimedia collaboration system of Claim 31, wherein the reporting system module includes a web-based interface for providing either of a web-based query or response interactivity such that a database query can be formulated and provided via the Internet.

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38.   (*Currently Amended*) The multimedia collaboration system of Claim 31, wherein

in response to the query parameter information, the reporting system ~~module~~ performs either of

predetermined calculations or conditional tests on the event information stored in the database in

order to generate a report.

39.   (*Original*) The multimedia collaboration system of Claim 31, wherein the report

is formulated as a machine readable report file.

40.   (*Original*) The multimedia collaboration system of Claim 39, wherein the report

is formulated as a comma separated value report file.

41.   (*Original*) The multimedia collaboration system of Claim 31, wherein the report

is formulated as a combination of textual and graphical data.

42.   (*Original*) A multimedia collaboration system for conducting a conference

among a plurality of participants comprising: a multimedia collaboration system network,

including a plurality of workstations each having a monitor for displaying visual images and AN

capture and reproduction capabilities for capturing and reproducing video images and spoken

audio of the participants; a data network providing a data path along which data can be shared

among the plurality of the workstations; and a data conference manager for managing the sharing

of data between the plurality of workstations; and an independent reporting system connected

with the multimedia collaboration system network and configured to provide reporting analysis

of the multimedia collaboration system network, the independent reporting system including a

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network control system configured to monitor one or more of internal, external or service event

information affecting the multimedia collaboration system network; a database configured to

store the monitored event information; a web-based database query system configured to format

a database query according to query parameter information and to query the database in

accordance with the database query parameter information; and a report generation system

configured to generate an analysis report from the monitored event information stored in the

database in accordance with the database query parameter information.

43.   (*Currently Amended*) A method for generating reports identifying multimedia

collaboration system events, comprising the steps of:

monitoring one or more of internal network system events, external network system

events and service events, and recording event information corresponding to the monitored

events to a database, the stored events event information being classified in the database

according to a predetermined set of characteristics and attributes;

querying the database with a set of query parameter information to generate an analysis

report; and

generating the analysis report in accordance with the query parameter information.

44.   (*Currently Amended*) A reporting system, comprising:

a network control system configured to monitor one or more of event information, said

event information comprising internal event information, external event information or and

service event information of a multimedia collaboration system network;

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a database configured to store the monitored event information;

a database query system configured to format a database query according to query

parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

45.   (*Original*) The reporting system of Claim 44, wherein the database query system

includes any of a standard filter formatter, a general filter formatter and an SQL interface

formatter,

46.   (*Original*) The reporting system of Claim 44, wherein the report generation

system is configured to generate either standard or customizable reports relating to the operation

of the multimedia collaboration system network in response to database query parameter

information.

47.   (*Original*) The reporting system of Claim 44, wherein the reporting module

includes a web-based interface for providing either of a web-based query or response

interactivity such that a database query can be formulated and provided via the Internet.

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48.   (*Original*) The reporting system of Claim 44, wherein in response to the query

parameter information, the reporting module performs either of predetermined calculations or

conditional tests on the event information stored in the database in order to generate a report.

49.   (*Original*) The reporting system of Claim 44, wherein the report is formulated as

a machine readable report file.

50.   (*Original*) The reporting system of Claim 49, wherein the report is formulated as

a comma separated value report file.

51.   (*Original*) The reporting system of Claim 44, wherein the report is formulated as

a combination of textual and graphical data.

52.   (*Currently Amended*) A reporting system, comprising:

a network control system configured to monitor ~~one or more of~~ event information, said

event information comprising internal event information, external event information ~~or~~ and

service event information of a multimedia collaboration system network;

a database configured to store the monitored event information;

· a web-based database query system configured to format a database query according to

query parameter information and to query the database in accordance with the database query

parameter information; and

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    a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

    53.   *(New)* The reporting system of claim 52, wherein said event information

comprise event logs and WAN call progress signals.

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